

Hearing Aid Compatible Telephones
WT Docket No. 01-309
RM-8658

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(1) Digital wireless phones tested: Hargray Wireless, L.L.C. operates a CDMA system and acquires wireless telephone handsets manufactured by LG, Motorola, Kyocera, Audiovox and Nokia (collectively, "Vendors"). Hargray Wireless obtains from Motorola a set of two hearing aid compatible (HAC) handsets rated M3 under standard ANSI C63.19-2005 ("Compliant Phones"). The models tested are V262 and V265.

(2) Laboratory used: Hargray Wireless does not conduct the laboratory testing of handset devices for compliance with the ANSI C63.19 standard. Hargray Wireless relies upon its Vendors to conduct testing and to confirm the compliance of each specific handset device.

(3) Test results for each phone tested: The Compliant Phones deployed by Hargray Wireless have tested positively for M3 compliance

(4) Identification of compliant phone models and ratings according to ANSI C63.19: Of the handsets offered by Hargray Wireless, Motorola models V262 and V265 are rated M3 under standard ANSI C63.19-2005.

(5) Status of product labeling: Hargray Wireless typically relies upon its Vendors to label all products prior to their shipment to Hargray Wireless' retail locations. The Compliant Phones offered by Hargray Wireless contain M3 product labeling and additional information.

(6) Outreach efforts: Now that Compliant Phones have become available they will be publicly identified for consumers and audiologists. Hargray Wireless' Compliant Phones are listed on Hargray Wireless' web site, and the information is available to consumer groups. Hargray Wireless trains its retail salespeople regarding which of the digital wireless phones offered are Compliant Phones. Consumers are given a 30-day trial period within which to try out the digital wireless phone to determine whether they will work properly with their hearing aids. Flexible exchange and return policies apply to consumers seeking to obtain a Compliant Phone. Toward this end, Hargray Wireless has specifically instructed its sales force to make this policy known to consumers, and to assure that the flexible policy is administered to HAC phone users. Written materials, pamphlets and other promotional literature will be provided at the point of sale, addressing the needs of individuals with hearing disabilities. Hargray Wireless will make information available to hearing aid and cochlear implant users. Upon request, Hargray Wireless will assist audiologists and hearing aid dispensers who are in a position to inform hearing aid users in advance concerning the immunity of their hearing aids and the degree of likelihood that they will be able to use particular digital wireless phones and services. Technical and anecdotal information will be made available to the public regarding the hearing aid compatibility of Hargray Wireless' Compliant Phones.

(7) Retail availability of compliant phones: The Compliant Phones offered by Hargray Wireless are presently available in Hargray Wireless' retail outlets.

(8) Incorporation of hearing aid compatibility features into newer models of digital wireless phones: Hargray Wireless is in contact with its Vendors with regard to their incorporation of HAC features into future CDMA phones. Hargray Wireless is following its Vendors' efforts to provide additional new handsets that will be hearing aid-compatible. Hargray Wireless plans to add to its assortment of Compliant Phones as new models achieve M3 and M3T ratings.

(9) Activities related to ANSI C63.19 or other standards work intended to promote compliance with the FCC Order: Hargray Wireless is aware that its Vendors are undertaking to comply with the FCC's requirements to provide Compliant Phones. Hargray Wireless is ready and willing to offer new or additional compliant devices to interested customers, and will encourage its Vendors to expedite the availability of advanced handset devices, including handsets rated M3T under standard ANSI C63.19-2005.

(10) Number of compliant and non-compliant phone models offered at this time:
Hargray Wireless' core assortment presently includes nineteen models of wireless digital handsets. Two of these are Compliant Phones.

(11) Differences in handset offerings among regions in service areas, if any:
There are no differences in handset offerings among regions in Hargray Wireless' service area. Hargray Wireless' handset offerings are presently consistent in all market areas.

(12) Ongoing efforts for interoperability testing with hearing aid devices:
Hargray Wireless will rely mainly upon its Vendors to conduct interoperability testing of Compliant Phones, and will provide to consumers information about those efforts upon request.